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Contract

Video Carephones and Virtual Care Agency

Norfolk County Council

F03: Contract award notice

Notice identifier: 2023/S 000-029385

Procurement identifier (OCID): ocds-h6vhtk-03ed92

Published 5 October 2023, 12:20pm

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

www.norfolk.gov.uk

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Video Carephones and Virtual Care Agency

Reference number

NCCT42731

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Norfolk County has awarded a contract for the following;

- Software and the infrastructure support for 200 Video Carephone devices to be used in the Community (including ongoing support for the existing devices currently being used). The infrastructure support to include the following;
 - o Set up of devices for individual people (and dealing with any returns and recycling of devices)
 - o Training of key stakeholders in the use of the devices
 - o Data and reporting on device usage
- Delivery of a virtual Care agency support (non CQC regulated activity) for up to 100 people initially but with the ability to support more if

demand and devices allow.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £349,640

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 72000000 - IT services: consulting, software development, Internet and support
- 32500000 - Telecommunications equipment and supplies

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norfolk

II.2.4) Description of the procurement

Norfolk County Council has awarded a contract for the following;

- Software and the infrastructure support for 200 Video Carephone devices to be used in the Community (including ongoing support for the existing devices currently being used). The infrastructure support to include the following;
 - o Set up of devices for individual people (and dealing with any returns and recycling of devices)
 - o Training of key stakeholders in the use of the devices
 - o Data and reporting on device usage
- Delivery of a virtual Care agency support (non CQC regulated activity) for up to 100 people initially but with the ability to support more if demand and devices allow.

II.2.5) Award criteria

Quality criterion - Name: Security requirements (pass/fail), Digital Inclusion(10%), Methodology (20%), Monitoring (17.5%), Staffing (12.5%) / Weighting: 60%

Price - Weighting: 40%

II.2.11) Information about options

Options: Yes

Description of options

The Council reserves the right to increase the numbers of users of the service and the number of devices required as set out in the procurement documents.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

The value stated in this notice is exclusive of VAT and does not take into account extra devices or virtual care calls the Council is allowed to purchase under this contract.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-022929](#)

Section V. Award of contract

Contract No

NCCT42731

Lot No

1

Title

Video Carephones and Virtual Care Agency

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 September 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Alcove Ltd

CO4 5NE

Colchester

Country

United Kingdom

NUTS code

- UKH34 - Essex Haven Gateway

National registration number

09076735

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £349,640

Total value of the contract/lot: £349,640

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

nplaw

Norfolk County Council, Martineau Lane

Norwich

NR1 2DH

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for lodging appeals: The Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.